Volunteer Statement for

Poppleton Community Railway Nursery

Date……November 2025…….

Date to be reviewed……November 2027……..

This document sets out the broad principles for volunteering at Poppleton Community Railway Nursery including the organisations values, principles and commitment to the volunteer. It also ensures that all volunteers are treated fairly and consistently. It is endorsed by the board and will be reviewed bi-annually.

This document also provides guidelines to ensure that all volunteers behave in a reasonable manner towards other volunteers, members of the public and contractors.

The nursery has disciplinary and grievance procedures in place. See separate policy.

DEFINITIONS OF ROLES

VOLUNTEER
Volunteers are people who contribute their time, energy and skills in an unpaid capacity to benefit the community. It can be very rewarding for the individual helping them to develop personally as well as being an important expression of citizenship and an important component of democracy. It is open to anyone who would like to volunteer over the age of 18. Those under 18 should be accompanied by a responsible adult.

VOLUNTEER CO-ORDINATOR
PCRN has a volunteer co-ordinator who will offer guidance, support and supervision. The volunteer co-ordinator has the overall responsibility for the recruitment, management and welfare of the organisations volunteers and is responsible to the Duty Manager.

THE DUTY MANAGER
The Duty Manager has overall responsibility for the opening and closing of the nursery, its safe operation and general management. This includes the allocation and supervision of tasks to independent and supported volunteers working at the nursery and liaising with the Volunteer Coordinator as required.

COMMITMENT

Poppleton Community Railway Nursery recognises that people have the right to volunteer in their local community in a variety of ways and that everyone’s contribution is unique. It also recognises the benefits that volunteering can bring to the individual, the service, the service users and the local community. PCRN values the contribution made by volunteers and is committed to providing opportunities that are stimulating, encouraging and supportive and to develop volunteering. It also recognises its responsibility to arrange its volunteering sensitively and efficiently to make the best use of the volunteers’ time.

STATEMENT OF VALUES AND PRINCIPLES

PCRN is a company and charity set up and administered entirely by volunteers. It recognises that volunteering is a legitimate and crucial activity and not a substitute for paid employment. The role of volunteers is essential in the day to day running of the company and in implementation of its future plans. The volunteer role is a gift relationship and binding only on honour, trust and mutual understanding. No obligation can be placed on the volunteer to attend or give a regular amount of time to carry out the tasks involved in their voluntary activity but neither is the company compelled to provide regular work or activity undertaken by the volunteer, however there is a presumption of mutual support and reliability.

RECRUITMENT AND SELECTION

Poppleton Community Railway Nursery is committed to equal opportunities and believes that volunteering should be open to all regardless of ability, gender, ethnicity, religious and political beliefs: however full membership is limited to over 18 unless supervised by an appropriate adult because of health and safety issues on site. The acceptance of a volunteer is made on merit, the sole selection criteria being the individual's ability to carry out agreed tasks. Any information about the volunteer not relevant to the performance of the volunteering tasks will be disregarded by the organisation in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community. A volunteer who is deemed unsuitable for a task will be offered alternative voluntary involvement, if possible within the organisation.

Potential volunteers will be asked to attend an informal interview and be given a description of the tasks involved at the nursery; once a decision has been made new volunteers will be properly inducted into the organisation. Volunteers will be fully briefed about the activities to be undertaken on each visit and given any necessary information or training to enable them to perform the task with confidence.

TRAINING AND DEVELOPMENT

All volunteers will be made aware of and have access to the relevant policies of the nursery including those on volunteering, health and safety, child protection and equal opportunities. Training and support for volunteers is a high priority in order to equip them with the required skills. It will be the responsibility of the duty manager and volunteer co-ordinator to provide training and support or through a third party and similarly manage the volunteers. The volunteer is responsible for attending any relevant training sessions.

SUPPORT, SUPERVISION AND RECOGNITION

Volunteers can take their concerns and seek guidance and advice from the duty manager or member of the management committee. There will be access to regular support and supervision, this will enable the supervisor to identify and monitor the volunteers involvement, recognise achievement and identify any training needs relevant to their particular volunteering role and the personal development needs of the volunteer. The frequency of supervision is to be negotiated between the two parties. Volunteers will also be given the opportunity to share their views and opinions with the management committee. There is s suggestion box in place.

EXPENSES

PCRN is not able to reimburse any expenses unless approved by the management committee.

INSURANCE

Volunteers must be paid up members.

PCRNs insurance policy covers liability whilst volunteers are undertaking any work on nursery premises.

The Nursery's insurance policy also includes Personal Accident Cover for those aged 16 - 85, but the extent of cover reduces to those over 75.

The nursery carries Employer's Liability insurance for all employees/volunteers aged 18 and over, this is a legal requirement

CONFIDENTIALITY/DATA PROTECTION

PCRN will advise the volunteer on its confidentiality and data protection policies and procedures, including those relating to information held by the nursery on the volunteer.

RIGHTS AND RESPONSIBILITIES

PCRN recognises the rights of volunteers to:-

- Know what is and is not expected of them
- Have adequate support in their volunteering
- Receive appreciation
- Have safe working conditions
- Be covered by our Personal Accident Cover. (16-85 years. Reduced cover for over 75years)
- Know their rights and responsibilities if something goes wrong
- Receive appropriate training
- Be free from discrimination
- Be offered the opportunity for personal development

PCRN expects volunteers to:-

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way that reflects the aims and values of the nursery
- Work within agreed guidelines

- Respect the work of the nursery and not bring it into disrepute
- Comply with the policies of the nursery
- renew their membership and sign the induction leaflet

SETTLING DIFFERENCES

PCRN aims to treat all volunteers fairly, objectively and consistently. Hopefully there will be few occasions when a volunteer is involved with a problem which needs resolving. If a situation does arise it is important that it is dealt with promptly and fairly to prevent escalation of the issue.

Refer to complaints procedure policy.